

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	74	73	1%
	Admits	10	14	-29% ▼
	Discharges	8	13	-38% ▼
	Service Hours	567	598	-5%
	Bed Days	5,485	5,408	1%
	S.Rehab/PHP/IOP	4,278	2,988	43% ▲

▲ > 10% Over 1 Yr Ago    ▼ > 10% Under 1Yr Ago

Consumer Satisfaction Survey (Based on 33 FY24 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Overall		91%	80%	91%
✓ General Satisfaction		88%	80%	92%
✓ Quality and Appropriateness		85%	80%	93%
✓ Access		85%	80%	88%
● Participation in Treatment		76%	80%	92%
● Respect		76%	80%	91%
● Outcome		75%	80%	83%

Satisfied %    |    Goal %    0-80%    80-100%    ✓ Goal Met    ● Under Goal

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Social Rehabilitation	49	45.4%
	Community Support	30	27.8%
	Residential Services	29	26.9%

Client Demographics

Age				#	%	State Avg
18-25				1	1%	9%
26-34				12	16%	19%
35-44				7	9% ▼	26%
45-54				16	21%	18%
55-64				18	24%	18%
65+				21	28% ▲	10%
Gender				#	%	State Avg
Male				54	72% ▲	60%
Female				21	28% ▼	40%
Transgender/Other						0%
Race				#	%	State Avg
White/Caucasian				65	87% ▲	58%
Black/African American				6	8%	18%
Asian				2	3%	1%
Other				2	3%	12%
Am. Indian/Native Alaskan						1%
Multiple Races						1%
Hawaiian/Other Pacific Islander						0%
Unknown						10%

Ethnicity				#	%	State Avg
Non-Hispanic				68	91% ▲	64%
Hispanic-Other				4	5%	12%
Unknown				3	4%	14%
Hispanic-Cuban						0%
Hispanic-Mexican						1%
Hisp-Puerto Rican						10%

Unique Clients    |    State Avg    ▲ > 10% Over State Avg    ▼ > 10% Under State Avg

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	10	12	-17% ▼
Admits	2	4	-50% ▼
Discharges	2	4	-50% ▼
Bed Days	2,747	2,675	3%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	98%
On-Time Periodic		
6 Month Updates	86%	94%
Diagnosis		
Valid MH/SU Diagnosis	100%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully	<div><div></div></div>	1	50%	80%	81%	-30% ▼
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
No Re-admit within 30 Days of Discharge	<div><div></div></div>	2	100%	85%	90%	15% ▲
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Follow-up within 30 Days of Discharge	<div><div></div></div>	1	100%	90%	88%	10%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support	<div><div></div></div>	7	70%	60%	87%	10%
Stable Living Situation	<div><div></div></div>	10	100%	90%	99%	10%
Improved/Maintained Function Score	<div><div></div></div>	1	11%	95%	61%	-84% ▼

Bed Utilization

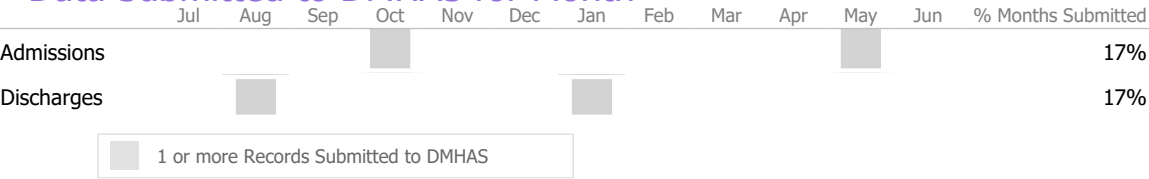
	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate	<div><div></div></div>	8	2,012 days	0.3	94%	90%	87%	4%

< 90%

90-110%

> 110%

Data Submitted to DMHAS for Month



▲ > 10% Over

▼ < 10% Under

Actual

Goal

Goal Met

Below Goal

\* State Avg based on 22 Active Group Home Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	9	9	0%
Admits	3	1	200% ▲
Discharges	2	3	-33% ▼
Service Hours	114	93	23% ▲
Bed Days	2,738	2,733	0%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	87%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	95%
Diagnosis	Actual	State Avg
Valid MH/SU Diagnosis	100%	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully	<div></div>	2	100%	60%	70%	40% ▲
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Follow-up within 30 Days of Discharge	<div></div>	2	100%	90%	61%	10%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support	<div></div>	8	89%	60%	86%	29% ▲
Stable Living Situation	<div></div>	8	89%	95%	96%	-6%
Employed	<div></div>	1	11%	25%	13%	-14% ▼
Improved/Maintained Function Score	<div></div>	1	12%	95%	66%	-83% ▼

Bed Utilization

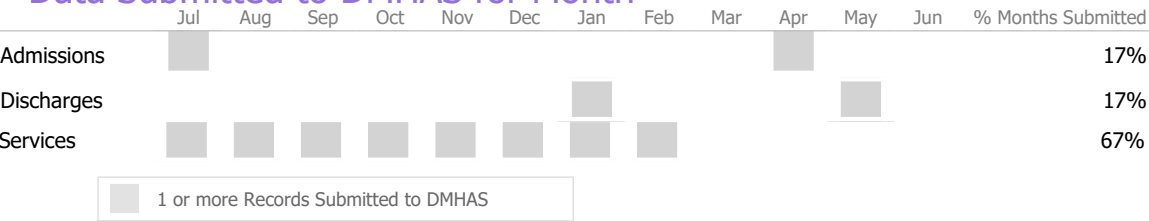
	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate	<div></div>	8	1,986 days	0.3	94%	90%	90%	4%

< 90%

90-110%

>110%

Data Submitted to DMHAS for Month



▲ > 10% Over

▼ < 10% Under

Actual

Goal

Goal Met

Below Goal

\* State Avg based on 62 Active Supervised Apartments Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	30	32	-6%
Admits	1	6	-83% ▼
Discharges	3	3	0%
Service Hours	435	466	-7%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	91%
On-Time Periodic	Actual	State Avg
6 Month Updates	8%	87%
Diagnosis	Actual	State Avg
Valid MH/SU Diagnosis	100%	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully	<div><div></div></div>	1	33%	65%	61%	-32% ▼

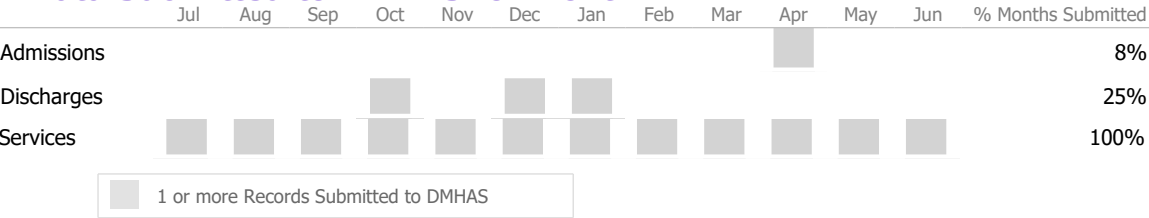
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support	<div><div></div></div>	28	93%	60%	82%	33% ▲
Stable Living Situation	<div><div></div></div>	30	100%	80%	89%	20% ▲
Employed	<div><div></div></div>	7	23%	20%	17%	3%
Improved/Maintained Function Score	<div><div></div></div>	1	3%	65%	63%	-62% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services	<div><div></div></div>	21	78%	90%	99%	-12% ▼

Data Submitted to DMHAS for Month



▲ > 10% Over

▼ < 10% Under

Actual

Goal

Goal Met

Below Goal

\* State Avg based on 33 Active CSP Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	10	10	0%
Admits	-	1	-100% ▼
Discharges	-	-	
Service Hours	18	39	-54% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	<div><div></div></div> 100%	100%
On-Time Periodic		
6 Month Updates	<div><div></div></div> 100%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully	<div><div></div></div>	N/A	N/A	50%	58%	N/A

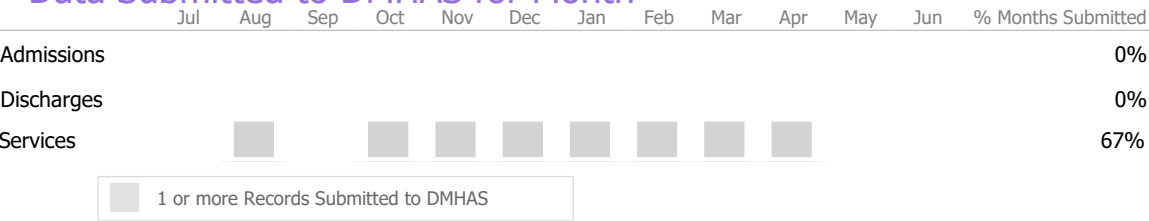
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support	<div><div></div></div>	10	100%	60%	87%	40% ▲
✓ Stable Living Situation	<div><div></div></div>	9	90%	85%	95%	5%
✓ Employed	<div><div></div></div>	3	30%	25%	15%	5%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services	<div><div></div></div>	2	20%	90%	98%	-70% ▼

Data Submitted to DMHAS for Month



▲ > 10% Over

▼ < 10% Under

Actual

Goal

Goal Met

Below Goal

\* State Avg based on 22 Active Residential Support Programs

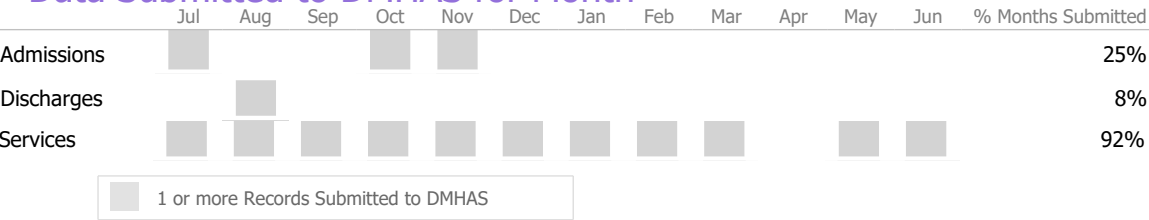
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	49	48	2%
Admits	4	2	100% ▲
Discharges	1	3	-67% ▼
Service Hours	-	-	
Social Rehab/PHP/IOP Days	4,278	2,988	43% ▲

Service Utilization



Data Submitted to DMHAS for Month



▲ > 10% Over

▼ < 10% Under

Actual

Goal

Goal Met

Below Goal

\* State Avg based on 34 Active Social Rehabilitation Programs